



PHILIP L. BROWNING
Director

County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

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June 19, 2012

To: Supervisor Zev Yaroslavsky, Chairman
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From: Philip L. Browning
Director

ST. ANNE'S MATERNITY GROUP HOME CONTRACT COMPLIANCE MONITORING REVIEW

The Department of Children and Family Services (DCFS) Out-of-Home Care Management Division (OHCMD) conducted a review of St. Anne's Maternity Group Home (St. Anne's) in August 2011, at which time St. Anne's had one 32-bed site and 28 DCFS female placed children.

St. Anne's is located in the First Supervisorial District and provides services to DCFS foster youth, as well as Los Angeles County Probation Department youth. According to St. Anne's program statement, its stated goal is "to provide services to at risk and pregnant or parenting young mothers and their children up to 3 years of age." St. Anne's is licensed to serve a capacity of 32 children, ages 11 through 17.

For the purpose of this review, a sample of seven currently placed children were selected, their case files were reviewed, and the children were interviewed. The placed children's average overall length of placement was five months, and their average age was 17. The files of three discharged children were reviewed to determine if the destination of placement was per their permanency plan and if the children were meeting their Needs and Services Plan (NSP) goals at the time of discharge. Ten staff files were reviewed for compliance with Title 22 Regulations and County contract requirements.

One child was prescribed psychotropic medication. We reviewed her case file to assess timeliness of psychotropic medication authorizations (PMAs) and to confirm that documentation of psychiatric monitoring was maintained as required.

"To Enrich Lives Through Effective and Caring Service"

SCOPE OF REVIEW

The purpose of this review was to assess St. Anne's compliance with its County contract and State Regulations. The visit included a review of St. Anne's program statement, administrative internal policies and procedures, seven DCFS placed children's case files, three discharged children's case files and a random sampling of personnel files. A visit was made to the facility to assess the quality of care and supervision provided to children, and we conducted interviews with the children to assess the care and services they were receiving.

A copy of this report has been sent to the Auditor-Controller (A-C) and Community Care Licensing (CCL).

SUMMARY

Overall, the children interviewed indicated that they were provided with good care and appropriate services, were comfortable in their environments and were treated with respect and dignity. The direct care staff stated that they had open communication with the placed children and did their very best to address the children's needs in a timely manner.

There were deficiencies noted during the monitoring review. St. Anne's needed to develop timely and comprehensive NSPs to include all required information in accordance with the contract. St. Anne's also needed to ensure placed children attended school as required and made progress toward their academic performance. Additionally, St. Anne's needed to obtain, or document efforts to obtain, the DCFS Children Social Workers' (CSWs) authorization to implement the NSPs, ensure that placed children receive timely initial dental examinations and develop a plan to ensure children make progress toward and attain their NSP's goals prior to discharge from placement. Overall, however, St. Anne's is providing good care and services to placed children.

In conclusion, St. Anne's administration was receptive to implementing some systemic changes to improve compliance with regulations and the contract. The Executive Director of Treatment and his management staff agreed to address noted deficiencies in a Corrective Action Plan (CAP).

NOTABLE FINDINGS

The following are the notable findings of our review:

- Thirteen of 21 reviewed NSPs did not contain the CSWs' signatures to implement the NSPs and/or there was no documentation to show that efforts were made by St. Anne's staff to obtain the DCFS CSWs' authorizations. The Quality Assurance Director stated that all NSPs would be sent to the placement worker for approval in

a timely manner. In the event that the approved NSP was not received from the CSW, there would be appropriate documentation demonstrating efforts to obtain timely approval.

- Three of seven sampled children were not making progress toward meeting the NSPs case goals. The Quality Assurance Director stated that every effort would be made for all residents to make progress toward meeting NSP goals. When creating treatment goals to ensure that all goals were Specific, Measurable, Attainable, Realistic and Tangible (S.M.A.R.T.), the treatment team would break down goals in small tasks and utilize the S.M.A.R.T. technique.
- Fourteen of 21 required NSPs were not completed timely. The Quality Assurance Director stated that the Education Case Liaison (ECL) would track NSP due dates on a Daily Meeting template, which would be reviewed daily by the treatment team to ensure that NSPs were completed timely.
- None of the 21 required NSPs were comprehensive in that they did not include all the required elements in accordance with the NSP template. The NSPs did not include specific and measureable treatment goals related to permanency, life skills and visitation. Some quarterly updates did not include permanency goals or address progress regarding family visits toward reunification and/or transitional housing. Additionally, some quarterly updates did not include progress regarding children's physical, dental and/or psychological health over the previous three months and lacked detail regarding the type of contact St. Anne's staff had with the CSWs regarding progress.

The Quality Assurance Director stated that they attended the DCFS NSP training on January 20, 2012. As of March 28, 2012, St. Anne's staff have been trained to ensure all NSPs are comprehensive with all of the required information included.

- Three of seven children did not attend school as required. Although the reviewed NSPs documented the children having truancy issues or refusing to attend school, there was no documentation supporting the efforts made by St. Anne's to ensure the children attended school regularly as required. The Quality Assurance Director agreed that every effort would be made to ensure that all residents are attending school as required, that efforts made would be documented in resident's case file and residents would receive a school stipend to motivate them to maintain regular school attendance. Additionally, Treatment Team Meetings would be scheduled by ECLs and held for specific teens that have difficulty attending school, in order to promote increased school attendance.

- One child's initial dental examination was conducted 30 days late. The Quality Assurance Director stated that effective immediately, Health Services Manager would schedule all necessary dental appointments for new residents within seven days of placement. If there was no availability for the appointment, an alternative dental provider would be used in order to ensure that all necessary dental appointments are completed within 30 days of placement.
- One sampled staff did not receive the required initial training and did not have a valid First-Aid certificate on file. The Quality Assurance Director stated that the staff was no longer employed with St. Anne's. In the future, all staff will receive required initial training within 90 days of employment and have a valid First-Aid certificate on file.

A detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held October 7, 2011.

In attendance:

Carlos Tobar, Director of Quality Assurance; Laurie Collier, Senior Director of Residential Programs and Support Services; Veronica Garcia, Residential Services Director; Maryam Sesay, St. Anne's Maternity Group Home; and Monitor Jui-Ling Ho, DCFS, OHCMD.

Highlights:

St. Anne's Administration was in agreement with our findings and recommendations. The Director of Quality Assurance indicated that the review was helpful for St. Anne's. The review provided them the opportunity to improve their documentation in the NSPs, as well as encourage their staff to ensure that the NSPs are comprehensive and include detail regarding the Group Home contacts with the DCFS CSWs.

St. Anne's provided an approved written CAP addressing each recommendation noted in this compliance report. The approved CAP is attached.

We will assess for full implementation of recommendations during our next monitoring review.

Each Supervisor
June 19, 2012
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If you have any questions, please call me or your staff may contact Aldo Marin, Board Relations Manager at (213) 351-5530.

PLB:RRS:KR
EAH:PBG:jlh

Attachment

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Jerry E. Powers, Chief Probation Officer
Public Information Office
Audit Committee
Sybil Brand Commission
Tony Dana Walker, Executive Director, St. Anne's Maternity Group Home
Leonora Scott, Regional Manager, Community Care Licensing
Jean Chen, Regional Manager, Community Care Licensing

**ST ANNE'S MATERNITY GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW-SUMMARY**

155 N. Occidental Blvd.
Los Angeles, CA 90026
License Number 191802087
Rate Classification Level 12

	Contract Compliance Monitoring Review	Findings: August 2011
I	<p><u>Licensure/Contract Requirements</u> (9 Elements)</p> <ol style="list-style-type: none"> 1. Timely Notification for Child's Relocation 2. Transportation 3. SIRs 4. Compliance with Licensed Capacity 5. Disaster Drills Conducted & Log Maintained 6. Runaway Procedures 7. Allowance Logs 8. CCL Citations/OHCMD Investigation Reports on Safety and Plant Deficiencies 9. Sign In/ Out Logs 	Full Compliance (ALL)
II	<p><u>Facility and Environment</u> (6 Elements)</p> <ol style="list-style-type: none"> 1. Exterior Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Recreational Equipment 5. Sufficient Educational Resources 6. Adequate Perishable and Non Perishable Food 	Full Compliance (ALL)

III	<p><u>Maintenance of Required Documentation and Service Delivery</u> (13 Elements)</p> <ol style="list-style-type: none"> 1. Child Population Consistent with Program Statement. 2. DCFS CSW Authorization to Implement NSPs 3. Children's Participation in the Development of NSPs 4. NSPs Implemented and Discussed with Staff 5. Progressing Toward Meeting the NSP Case Goals 6. Timely Initial NSPs 7. Comprehensive Initial NSPs 8. Therapeutic Services Received 9. Recommended Assessments/Evaluations Implemented 10. DCFS CSWs Monthly Contacts Documented 11. Maintaining Important Relationships 12. Timely Updated NSPs 13. Comprehensive Updated NSPs 	<ol style="list-style-type: none"> 1. Full Compliance 2. Needs Improvement 3. Full Compliance 4. Full Compliance 5. Needs Improvement 6. Needs Improvement 7. Needs Improvement 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Needs Improvement 13. Needs Improvement
IV	<p><u>Educational and Emancipation Services</u> (8 Elements)</p> <ol style="list-style-type: none"> 1. Timely Enrollment 2. Attend School As Required 3. Facilitate Educational Goals 4. Academic Performance and/or Attendance Increased 5. Current IEPs Maintained 6. Current Report Cards Maintained 7. Emancipation/Vocational Programs Provided 8. Facilitate ILP Emancipation Planning 	<ol style="list-style-type: none"> 1. Needs Improvement 2. Needs Improvement 3. Full Compliance 4. Needs Improvement 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance
V	<p><u>Health and Medical Needs</u> (6 Elements)</p> <ol style="list-style-type: none"> 1. Initial Medical Exams Conducted 2. Initial Medical Exams Timely 3. Follow-up Medical Exams Timely 4. Initial Dental Exams Conducted 5. Initial Dental Exams Timely 6. Follow-Up Dental Exams Timely 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Needs Improvement 6. Full Compliance

VI	<u>Psychotropic Medications</u> (2 Elements) <ol style="list-style-type: none"> 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review 	Full Compliance (ALL)
VII	<u>Personal Rights and Social/Emotional Well-Being</u> (15 Elements) <ol style="list-style-type: none"> 1. Children Informed of Home's Policies and Procedures 2. Children Feel Safe 3. Satisfaction with Meals and Snacks 4. Staff Treatment of Children with Respect and Dignity 5. Appropriate Rewards and Discipline System 6. Consequences Fair 7. Children Allowed Private Visits, Calls and Correspondence 8. Children Free to Attend Religious Services /Activities 9. Reasonable Chores 10. Children Informed about Psychotropic Medication 11. Children Aware of Right to Refuse Psychotropic Medication 12. Children Free to Receive or Reject Voluntary Medical, Dental and Psychiatric Care 13. Participation in Recreational Activity Planning 14. Participation in Recreational Activities 15. Participation in Extra-Curricular, Enrichment and Social Activities 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Needs Improvement 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Full Compliance 13. Full Compliance 14. Full Compliance 15. Full Compliance
VIII	<u>Personal Needs/Survival and Economic well-Being</u> (8 Elements) <ol style="list-style-type: none"> 1. \$50 Clothing Allowance 2. Adequate Quantity of Clothing Inventory 3. Adequate Quality of Clothing Inventory 4. Involvement in Selection of Clothing 5. Provision of Personal Care Items 6. Minimum Monetary Allowances 7. Management of Allowance 8. Encouragement and Assistance with Life Book 	Full Compliance (ALL)

IX	<u>Discharged Children</u> (3 Elements) <ol style="list-style-type: none"> 1. Discharge According to Permanency Plan 2. Make Progress Toward Meeting NSP goals 3. Stabilize Placement Prior the Removal 	<ol style="list-style-type: none"> 1. Full Compliance 2. Needs Improvement 3. Full Compliance
X	<u>Personnel Records (including Staff Qualifications, Staffing Ratios, Criminal Clearances and Training)</u> (14 Elements) <ol style="list-style-type: none"> 1. DOJ Timely Submitted 2. FBI Timely Submitted 3. CACIs Timely Submitted 4. Signed Criminal Background Statement Timely 5. Education/Experience Requirement 6. Employee Health Screening Timely 7. Valid Driver's License 8. Signed Copies of GH Policies and Procedures 9. Initial Training Documentation 10. Child Abuse Training 11. CPR Training Documentation 12. First-Aid Training Documentation 13. On-going Training Documentation 14. Emergency Intervention Training Documentation 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Needs Improvement 10. Full Compliance 11. Full Compliance 12. Needs Improvement 13. Not Applicable 14. Full Compliance

**ST ANNE'S MATERNITY GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW-SUMMARY**

**155 N. Occidental Blvd.
Los Angeles, CA 90026
License Number 191802087
Rate Classification Level 12**

The following report is based on a "point in time" monitoring visit and addresses findings noted during the August 2011 monitoring review.

CONTRACTUAL COMPLIANCE

Based on our review, St. Anne's Maternity Group Home (St. Anne's) was in full compliance with five of 10 sections of our contract compliance review: Licensure/Contract Requirements; Facility and Environment; Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; and Personal Needs/Survival and Economic Well-Being. The following report details the results of our review.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

Based on our review of seven children's files and/or documentation from the provider, St. Anne's fully complied with seven of 13 elements reviewed in the area of Maintenance of Required Documentation and Service Delivery.

We noted that 13 of 21 reviewed Needs and Services Plan (NSP) did not contain the CSWs' signatures to implement the NSPs and/or there was no documentation to demonstrate efforts were made by St. Anne's staff to obtain the CSWs' authorizations. Additionally, 14 of 21 NSPs were not timely, and none of the 21 NSPs were comprehensive in that they did not include all the required elements in accordance with the NSP template.

The NSPs did not include specific and measureable treatment goals related to permanency, life skills and visitation. Some quarterly updates did not include permanency goals or address progress regarding family visits toward reunification and/or transitional housing. Also, some quarterly updates did not include progress regarding children's physical, dental and/or psychological health over the previous three months and lacked details regarding the type of contact St. Anne's staff had with the CSWs regarding progress. Further, three of seven sampled children were not making progressing toward meeting the NSPs case goals.

The Quality Assurance Director stated that all NSPs would be sent to the placement worker for approval in a timely manner. In the event that the approved NSP was not received from the CSW, there would be appropriate documentation demonstrating efforts to obtain timely approval. He also stated that the Education Case Liaison (ECL)

would track NSP due dates on a Daily Meeting template, which would be reviewed daily by the treatment team to ensure that NSPs were completed timely. St. Anne's representatives also attended NSP training on January 20, 2012 to ensure NSPs are comprehensive. St. Anne's agreed that every effort would be made for all residents to make progress toward meeting NSP goals.

Recommendations:

St. Anne's management shall ensure:

1. Documentation of the staff efforts is maintained as verification that DCFS CSWs approved implementation of NSPs.
2. NSPs are developed timely.
3. NSPs are comprehensive and include required information.
4. Children are progressing towards meeting their NSP goals.

EDUCATION AND WORKFORCE READINESS

Based on our review of seven children's files and/or documentation from the provider, St. Anne's fully complied with five of eight elements reviewed in the area of Education and Workforce Readiness. One child's file was not applicable to this review because she had completed high school this past summer, and she was on maternity leave.

We found that three of seven children did not attend school as required and did not make progress toward their academic performance and/or attendance. Additionally, one child was not enrolled in school timely. The Quality Assurance Director agreed that every effort would be made to ensure that all residents are enrolled in and are attending school as required. All efforts made would be documented in residents' case files. Residents would receive a school stipend to motivate them to maintain regular school attendance. Additionally, Treatment Team Meetings would be scheduled by Education Case Liaisons and held for children that have difficulty attending school, in order to promote increased school attendance.

Recommendations:

St. Anne's management shall ensure:

5. All children attend school as required.
6. The treatment team works with both public and non-public schools to increase children's academic performance.
7. All children are enrolled in school timely.

HEALTH AND MEDICAL NEEDS

Based on our review of seven children's files and/or documentation from the provider, St. Anne's fully complied with five of six elements reviewed in the area of Health and Medical Needs.

We noted that one child's initial dental examination was conducted 30 days late. The Quality Assurance Director stated that effectively immediately, Health Services Manager would schedule all necessary dental appointments for new residents within seven days of placement. If there was no availability for the appointment, an alternative dental provider would be used in order to ensure that all necessary dental appointments are completed within 30 days of placement.

Recommendation:

St. Anne's management shall ensure that:

8. All children's initial dental examinations are completed timely.

PERSONAL RIGHTS AND SOCIAL/EMOTIONAL WELL-BEING

Based on our review of seven children's files and/or documentation from the provider, St. Anne's fully complied with 14 of 15 elements reviewed in the area of Personal Rights and Social/Emotional Well-Being.

During our review, five children stated that the food served at St. Anne's did not taste good. Most of the time lunch consisted of sandwiches with salads, only. Residents like to be provided with hot breakfast and lunch options on a daily basis. The Quality Assurance Director stated that residents would be provided with higher quality meals and would be encouraged to provide their input regarding food quality. St. Anne's agreed to provide hot meal options and a variety of foods on a daily basis.

Recommendation:

St. Anne's management shall ensure:

9. The children report satisfaction with their meals and snacks.

DISCHARGED CHILDREN

Based on our review of three discharged children's files and/or documentation from the provider, St. Anne's fully complied with two of three elements reviewed in the area of Discharged Children.

We found that none of the discharged children were successfully meeting all of their NSP goals prior to their discharge. The Quality Assurance Director stated that beginning immediately, ECLs would create goals that are attainable within the NSP updated period to ensure that residents are making progress toward, and achieving NSP goals.

Recommendation:

St. Anne's management shall ensure:

10. The children are assisted with making progress toward meeting their NSP goals prior to their discharge.

PERSONNEL RECORDS

Based on our review of five staff personnel files and/or documentation from the provider, St. Anne's fully complied with 11 of 13 elements reviewed in the area of Personnel Records. One element was not applicable because none of the reviewed staff were due for annual ongoing training.

A review of the personnel records revealed that one staff did not receive 24 hours of initial training within 90 days of hire, as required. This staff also did not have a valid First-Aid certificate on file. The Quality Assurance Director stated the staff was no longer employed with St. Anne's, but in the future, all staff will receive required initial training within 90 days of employment and have a valid First-Aid certificate on file.

Recommendations:

St. Anne's management shall ensure:

11. All staff members receive the required initial training timely.
12. All staff members have a valid First-Aid certificate on file.

FOLLOW-UP FROM OHCMD'S PRIOR MONITORING REVIEW

Objective

Determine the status of the recommendations reported in the prior monitoring review.

Verification

We verified whether the outstanding recommendations from our prior review were implemented. The report was issued December 13, 2010.

Results

The OHCMD's prior monitoring report contained three outstanding recommendations. Specifically, St. Anne's was to ensure common quarters were well maintained and in good repair at all times; children's bedrooms were well maintained; and that NSPs were comprehensive, including all required elements in accordance with the NSP template.

Based on our follow-up of these recommendations, St. Anne's fully implemented two of three recommendations. St. Anne's did not implement the recommendation by the Auditor-Controller (A-C) and the OHCMD regarding development of comprehensive NSPs with all required elements. Corrective action was requested of St. Anne's to further address the recommendation that was not implemented.

Recommendation:

St. Anne's management shall ensure:

13. Full implementation of the outstanding recommendation from OHCMD's prior monitoring report, which is noted in this report as Recommendation 3.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of St. Anne's has not been posted by the A-C.

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St. Anne's President and

Chief Executive Officer



Building Brighter Futures

November 11, 2011

Dorothy Channel, Manager, CSA II
 County of Los Angeles
 Department of Children and Family Services
 Out of Home Care Management Division
 9320 Teistar Avenue, #216
 El Monte, CA 91731

RE: Corrective Action Plan for Group Home Monitoring Review
 Site Visit Date: August 23, 2011
 CAP Due Date: November 13, 2011

Dear Ms. Channel:

The St. Anne's Residential Treatment Program is dedicated to providing the best services available to our residents. Your collaboration and input is helpful in making this possible for our residents. The following items were recommended and will be rectified through the plans related below.

I. LICENSURE/CONTRACT REQUIREMENT

No findings noted in this area during this review.

II. FACILITY AND ENVIRONMENT

No findings noted in this area during this review.

III. MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY**Element #17****Finding:**

Authorization to implement the NSPs—Of the 21 required initial and updated NSPs, only 8 NSPs were approved by the CSWs. Although some of the NSPs were noted being faxed to CSW for approval; no documentations could be found.

Corrective Action Plan:

All Needs and Service Plans (NSPs) will be sent to the placement worker for approval in a timely manner. In the event that the approved NSP is not received from the placement worker, there will be appropriate documentation outlining efforts to obtain approval in a timely manner.

- a) The Assistant Director who oversees the Education Case Liaison (ECL) will review with the ECL all NSP due dates, and track these due dates weekly in supervision. (Please see Attachment 1.)
- b) The Assistant Director will bring the attached supervision form to weekly supervision meetings with the Residential Treatment Program Director, to ensure that all NSPs are completed in a timely manner.

- c) The ECL will fax the completed NSP to the placement worker for approval, utilizing the attached Fax Cover Sheet to document efforts to obtain approval from the placement worker. (Please see Attachment 2.)
- d) If there is no response from the placement worker by the fourth attempt to obtain approval, the Assistant Director will contact the placement worker supervisor.

Implementation Date: 11/13/2011 and Ongoing

Person Responsible: [REDACTED] & [REDACTED], Education Case Liaisons
[REDACTED] & [REDACTED], Assistant Directors
[REDACTED], Residential Treatment Program Director

Quality Assurance: [REDACTED], Quality Assurance Director

Element #21 and 27

Finding:

NSPs Timely—14 out of 21 required NSPs were not done timely. (Four initial and ten updated)

Corrective Action Plan:

All NSPs will be completed in a timely manner.

- a) The Assistant Director who oversees the ECL will review with the ECL all NSP due dates, and track these due dates weekly in supervision. (Please see Attachment 1.)
- b) The Assistant Director will bring the attached supervision form to weekly supervision meetings with the Residential Treatment Program Director, to ensure that all NSPs are completed in a timely manner.
- c) The ECL will also track NSP due dates on a Daily Meeting template, which is reviewed daily by the treatment team to ensure that NSPs are completed in a timely manner. (Please see Attachment 3.)

Implementation Date: 11/13/2011 and Ongoing

Person Responsible: [REDACTED] & [REDACTED], Education Case Liaisons
[REDACTED] & [REDACTED], Assistant Directors
[REDACTED], Residential Treatment Program Director

Quality Assurance: [REDACTED], Quality Assurance Director

Element #22 and 28

Finding:

NSP Comprehensive—None of the 21 required NSPs were comprehensive due to the following reasons:

- Some quarterly sections lacked detail information regarding the progress toward the identified treatment goals or did not update the child's last status.
- The quarterly section for Permanency Case Plan Goal needs to include the detail information regarding how the Agency worked with the placed child to pursue the permanency case goals and what the efforts were made during the past three months regarding the feasibility of the child's return to his home, placement in another facility or move into Independent Living.
- No detail visitation plan was set up for all residents.
- Not all treatment goals were reasonable and reachable.
- Not all NSPs were signed by CSWs or faxed to CSWs for approval.

- No psychological or counseling information were documented in health section for residents.
- Not all identified issues or needs have treatment goals been made.
- The identified treatment goals need to be broke down for small tasks in order to be accurately implemented and assessable for the future evaluation.

Corrective Action Plan:

All NSPs will be comprehensive with all of the required information included. All quarterly updates will provide detailed information regarding progress towards treatment goals. The quarterly updates will include detailed information regarding how St. Anne's has worked with the placed child to pursue the permanency case goals and what efforts were made during the past three months regarding feasibility of the child's return to her home, placement in another facility, or move to Independent Living. The quarterly updates will include a detailed visitation plan. NSPs will include goals that are reasonable and reachable. NSPs will be approved by the placement worker, or include sufficient documentation to outline efforts to obtain approval. Psychological or counseling information will be documented in the health section of the NSPs. Treatment goals will be made for all identified issues or needs. Treatment goals will be broken down in small tasks in order to accurately implemented and assessable for future evaluation.

- a) The Residential Program Director, [REDACTED], and Quality Assurance Specialist, [REDACTED], met with Group Home Monitor, [REDACTED] on 10.13.11 to obtain clarification on the above mentioned NSP requirements.
- b) Residential Program Director, [REDACTED], and Quality Assurance Specialist, [REDACTED] will conduct a training for the Assistant Directors and ECLs to ensure that the NSP documents are comprehensive and inclusive of the information listed above. This training is scheduled for 11.30.11.
- c) Residential Program Director, [REDACTED], and Quality Assurance Specialist, [REDACTED] will attend a formal training on NSP requirements as soon as such training becomes available.
- d) The Residential Program Director, [REDACTED], and Quality Assurance Specialist, [REDACTED] will utilize the resource of the Group Home Monitor, in order to receive any clarifying information regarding the NSP requirements.
- e) Quality Assurance Specialist, [REDACTED] and Residential Program Director, [REDACTED] will conduct monthly chart reviews to ensure that all NSP documents are meeting the requirements listed above.
- f) The Assistant Director who oversees the ECL will review each completed NSP to ensure that the document is comprehensive and includes all the information listed above.
- g) The Residential Program Director will review with NSP document with the Assistant Director to ensure that the document is comprehensive and includes all the required information.
- h) The Assistant Director who oversees the ECL will review with the ECL all NSP due dates, and track these due dates weekly in supervision to ensure that NSPs are completed in a timely manner. (Please see Attachment 1.)
- i) The Assistant Director will bring the attached supervision form to weekly supervision meetings with the Residential Treatment Program Director, to ensure that all NSPs are completed in a timely manner.
- j) The ECL will also track NSP due dates on a Daily Meeting template, which is reviewed daily by the treatment team to ensure that NSPs are completed in a timely manner. (Please see Attachment 3.)

- k) ECLs will break down goals in small tasks and utilize the S.M.A.R.T. technique when creating treatment goals to ensure that all goals are reasonable, reachable, and assessable. (Please See Attachment 4)
- l) ECLs will document psychological or counseling information on the NSPs as well as attach a copy of the Client Care Coordination Plan, which outlines specific Mental Health Services that the resident is receiving and also documents mental health goals that the youth is working on with her therapist. (Please see Attachment 5)

Implementation Date: Item (b) 11/30/11, other items 11/13/2011 and Ongoing

Person Responsible: [REDACTED] Education Case Liaisons
[REDACTED] & [REDACTED], Assistant Directors
[REDACTED] Residential Treatment Program Director

Quality Assurance: [REDACTED] Quality Assurance Specialist
[REDACTED], Quality Assurance Director

Element #20

Finding:

Child not progressing toward meeting the NSPs goals— Three of the seven sampled children were not progressing toward meeting their NSPs' goals; while this is in compliance with the Group Home Contract, Statement of Work, which states that at least 62% of the placed children successfully meet the NSP goals. It must be noted that DCFS wants all the children to make progress towards meeting their NSP goals.

[REDACTED] (poor attendance; falling all her classes; AWOL issues); [REDACTED] (AWOL issues, behavioral issues, refusing school); [REDACTED] (AWOL issues, behavioral issues, refusing school).

Corrective Action Plan:

Every effort will be made for all residents to make progress toward meeting NSP goals.

- a) ECLs will break down goals in small tasks and utilize the S.M.A.R.T. technique when creating treatment goals to ensure that all goals are reasonable, reachable, and assessable. (Please See Attachment 4)
- b) ECLs will create goals that are reachable within the NSP update period to ensure that residents are making progress toward, and achieving NSP goals.
- c) The Assistant Director who oversees the ECL will review each completed NSP to ensure that the treatment goals are reasonable and reachable within the NSP update period.
- d) The Residential Program Director will review with NSP document with the Assistant Director to ensure that the treatment goals are reasonable and reachable within the NSP update period.

Implementation Date: 11/13/2011 and Ongoing

Person Responsible: [REDACTED] & [REDACTED], Education Case Liaisons
[REDACTED] & [REDACTED], Assistant Directors
[REDACTED], Residential Treatment Program Director

Quality Assurance: [REDACTED], Quality Assurance Director

IV. EDUCATION AND WORKFORCE READINESS

Element #29

Finding:

Within 3 days school enrollment—[REDACTED] was enrolled more than three days. No information was documented on her NSP. (M Baldwin remained at the same school. [REDACTED] and [REDACTED] efforts made by the Agency.)

Corrective Action Plan:

All residents will be enrolled in school within 3 days of placement.

- a) At intake the ECL will obtain all necessary information to determine the appropriate school placement for the resident.
- b) The ECL will schedule a Treatment Team Meeting within 24 hours of the resident being placed at St. Anne's.
- c) At this Treatment Team Meeting, the resident will complete the school enrollment application and be enrolled in school within 3 days of placement.
- d) This procedure will be closely monitored at the Daily Meeting to ensure that residents are enrolled within 3 days of placement (See Attachment3.)

Implementation Date: 11/13/2011 and Ongoing

Person Responsible: [REDACTED] & [REDACTED], Education Case Liaisons
[REDACTED] & [REDACTED], Assistant Directors
[REDACTED], Residential Treatment Program Director

Quality Assurance: [REDACTED], Quality Assurance Director

Element #30:

Finding:

School attendance—[REDACTED], [REDACTED] and [REDACTED] were not attending school as required. ([REDACTED] graduated from high school this summer and is currently on maternity leave. She will enroll college next spring.)

Corrective Action Plan:

Every effort will be made to ensure that all residents are attending school as required.

- a) Residents will receive a school stipend to motivate them to maintain regular school attendance.
- b) Community activities will be offered as an incentive for residents Monday – Friday, if they are compliant with attending school, and meeting other program requirements.
- c) Residential Counselors and Lead Residential Counselors will begin waking up teens to prepare them for school at 8:30 am, in order to provide teens with enough time to eat breakfast, take their children to daycare, and get ready for school.
- d) Residential Counselors and Lead Residential Counselors will continue to prompt residents to wake up for school throughout the morning shift.
- e) Therapists will work with the residents in the morning to ensure that teens are attending school regularly.
- f) Treatment Team Meetings will be scheduled by ECLs and held for specific teens who have difficulty attending school, in order to promote increased school attendance.
- g) Specific residents who have difficulty attending school will be referred to Therapeutic Behavioral Services by their therapist, to assist them in increasing school attendance.
- h) ECLs will include school attendance goals on NSPs for specific teens who have difficulty attending school.
- i) The Residential Program Director and Assistant Director will meet with the Principle of New Village Charter High School, where the majority of our residents attend school, to discuss and create a plan to support residents who are struggling academically with attendance and/or performance.

Implementation Date: 11/13/2011 and Ongoing

Person Responsible: Residential Counselors

Lead Residential Counselors

Mental Health Therapists

[REDACTED] & [REDACTED] Education Case Liaisons

[REDACTED] & [REDACTED], Assistant Directors

[REDACTED], Residential Treatment Program Director

Quality Assurance: [REDACTED], Quality Assurance Director

Element #32

Finding:

Academic performance and/or attendance NOT increased---[REDACTED] received all F in her school studies. [REDACTED] refused attending school during the summer time. No credits received. [REDACTED] did not stabilize at her summer school and needed to change another school; however she refused to attend again. She then enrolled one health class at different school.

Corrective Action Plan:

Every effort will be made to ensure that all residents are increasing academic performance and/or attendance.

- a) Residents will receive a school stipend to motivate them to maintain regular school attendance.
- b) Community activities will be offered as an incentive for residents Monday - Friday, if they are compliant with attending school, and meeting other program requirements.
- c) Residential Counselors and Lead Residential Counselors will begin waking up teens to prepare them for school at 6:30 am, in order to provide teens with enough time to eat breakfast, take their children to daycare, and get ready for school.
- d) Residential Counselors and Lead Residential Counselors will continue to prompt residents to wake up for school throughout the AM shift.
- e) Therapists will work with the residents in the morning to ensure that teens are attending school regularly.
- f) Treatment Team Meetings will be scheduled by ECLs and held for specific teens who have difficulty attending school, in order to promote increased school attendance. Treatment Team Meetings will also be held for specific teens who have poor academic performance, in order to assist residents in meeting their academic potential.
- g) Specific residents who have difficulty attending school will be referred to Therapeutic Behavioral Services by their therapist, to assist them in increasing school attendance.
- h) ECLs will include school attendance goals on NSPs for specific teens who have difficulty attending school.
- i) Residential Counselors and Lead Residential Counselors will encourage residents to attend Study Hall, which is offered 5 days per week after school to assist them in increasing academic performance.
- j) The Residential Program Director and Assistant Director will meet with the Principle of New Village Charter High School, where the majority of our residents attend school, to discuss and create a plan to support residents who are struggling academically with attendance and/or performance.

Implementation Date: 11/13/2011 and Ongoing

Person Responsible: Residential Counselors

Lead Residential Counselors

Mental Health Therapists

[REDACTED] & [REDACTED], Education Case Liaisons

_____, _____ & _____, Assistant Directors
_____, Residential Treatment Program Director
Quality Assurance: _____, Quality Assurance Director

V. HEALTH AND MEDICAL NEEDS

Element #41

Finding:

Timely initial dental exam—_____ was late for 30 days on her initial dental exam (7-27-11).

Corrective Action Plan:

All residents will receive their initial dental exam within 30 days of placement.

- Health Services Manager, _____, will schedule all necessary medical appointments for new residents within 7 days of placement.
- If there is no availability for a necessary medical appointment within 30 days of the resident's placement, an alternative medical provider will be used in order to ensure that all necessary medical appointments are completed within 30 days of placement.
- The Assistant Director who oversees the Health Services Manager, will review scheduled medical appointments with the Health Services Manager in weekly supervisions to ensure that all residents receive their necessary medical appointments within 30 days of placement.
- All scheduled medical appointments will also be reviewed by the Residential Director and Assistant Directors at the Daily Meeting. (Please see Attachment 3.)

Implementation Date: 11/13/2011 and Ongoing

Person Responsible: _____, Health Services Manager

_____, Assistant Director

_____, Residential Treatment Program Director

Quality Assurance: _____, Quality Assurance Director

VI. PSYCHOTROPIC MEDICATION

No findings noted in this area during this review.

VII. PERSONAL RIGHTS AND SOCIAL/EMOTIONAL WELL-BEING

Element #49

Finding:

Food Quality—A total of five children expressed the lunch was eatable, but did not have a good taste. Most of time the lunch they were provided was sandwich with salads only. No other choice was available for them. None of the children interviewed expressed being hungry or being denied of food.

Corrective Action Plan:

Residents will be provided with higher quality meals.

- Residents will be given hot breakfast options on a daily basis.
- Residents will be given hot lunch options on a daily basis.
- Residents will be given more variety of foods for breakfast and lunch throughout the week. (Please see attachment 6)

Implementation Date: 11/13/2011 and Ongoing
Person Responsible: [REDACTED], Food Services Manager
[REDACTED], Residential Treatment Program Director
Quality Assurance: [REDACTED], Quality Assurance Director

VIII. PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

No findings noted in this area during this review.

IX. DISCHARGE CHILDREN

Element #71

Finding:

Successfully met NSP goals—Of the three children reviewed during the review period, none of them successfully meet all of their NSP goals. Therefore St. Anne's Maternity Home scored 0% in this area which is below the required 62%.

Corrective Action Plan:

Every effort will be made for all residents to meet their NSP goals.

- a) ECLs will break down goals in small tasks and utilize the S.M.A.R.T. technique when creating treatment goals to ensure that all goals are reasonable, reachable, and assessable. (Please See Attachment 4)
- b) ECLs will create goals that are reachable within the NSP update period to ensure that residents are making progress toward, and achieving NSP goals.
- c) The Assistant Director who oversees the ECL will review each completed NSP to ensure that the treatment goals are reasonable and reachable within the NSP update period.
- d) The Residential Program Director will review with NSP document with the Assistant Director to ensure that the treatment goals are reasonable and reachable within the NSP update period.

Implementation Date: 11/13/2011 and Ongoing
Person Responsible: [REDACTED] & [REDACTED], Education Case Liaisons
[REDACTED] & [REDACTED], Assistant Directors
[REDACTED], Residential Treatment Program Director
Quality Assurance: [REDACTED], Quality Assurance Director

X. PERSONNEL RECORDS

Element #81

Finding:

Received required initial training—[REDACTED] did not complete 24 hours of initial training within 90 days requirement. She only had 14.5 hours.

Corrective Action Plan:

Staff [REDACTED] is no longer employed with St. Anne's, but in the future, all staff will receive required initial training within 90 days of employment.

- a) All staff will attend St. Anne's New Hire Orientation, CPR/First Aid, Parenting Training, Youth in Crisis training, and Pro Act training within the first 2 weeks of employment. (Please see Attachment 7)

- b) In addition, all staff will attend 2 weeks of training with the Residential Treatment Program, which included shadowing, following the aforementioned trainings.

Implementation Date: 11/13/2011 and Ongoing

Person Responsible: [REDACTED], Training Coordinator
Assistant Directors

[REDACTED], Residential Treatment Program Director
Quality Assurance: [REDACTED], Quality Assurance Director

Element #84

Finding:

Valid First-Aid certificate on file— [REDACTED] did not have a valid First-Aid certificate on file

Corrective Action Plan:

Staff [REDACTED] is no longer employed with St. Anne's, but in the future, all staff will receive First-Aid training, and have a valid First Aid certificate on file.

- a) All staff will attend St. Anne's New Hire Orientation, CPR/First Aid, Parenting Training, Youth in Crisis training, and Pro Act training within the first 2 weeks of employment. (Please see Attachment 7)
- b) Training Coordinator, [REDACTED], will keep record of all staff certification requirements and renewal dates.
- c) Training Coordinator, [REDACTED], will schedule trainings for all staff prior to the expiration of any necessary certifications, including First Aid certificates.
- d) [REDACTED], Human Resource Coordinator, will maintain all personnel records and ensure that all necessary certifications are kept on file with personnel records.

Implementation Date: 11/13/2011 and Ongoing

Person Responsible: [REDACTED], Training Coordinator
[REDACTED], Human Resource Coordinator
Assistant Directors

[REDACTED], Residential Treatment Program Director
Quality Assurance: [REDACTED], Quality Assurance Director

If you have any questions, please don't hesitate to contact me directly at (213) 381-2931 ext. 264 or [REDACTED] Quality Assurance Director at ext. 500.

Sincerely,



Veronica A. Garcia, MSW, ASW, PPSC
Residential Treatment Program Director

CC: Jui-Ling Ho, Group Home Monitor, OHCMD
Tony Walker, President and Chief Executive Officer
Janice Kanellis, Chief Operating Officer
Lauri Collier, Senior Director of Residential Programs & Support Services
Carlos Tobar, Quality Assurance Director

Key	Orange 1, 2, 3	Green 4, 5, 6	Yellow 7, 8, 9	Date	Time	Review for the week of
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Dischargee Name	Date	Email Sent	EOS Camp	AC MFR Ave to Bldg	Age Waiver (3-day to 90-day)				6 Month FTLP date	Camp Y/N	ILP Close Y/N	Camp Y/N	2009 ILP Initial date	Camp Y/N	2009 ILP Assessment date	Camp Y/N	127 day date	Camp Y/N	1 month plate date	Camp Y/N	5 month plate date	Camp Y/N	10 month plate date	Camp Y/N	
					St to read Y/N	St to Court Y/N	DOF	DOF																	
THAMES	2012																								

Attachment 1

[illegible]



155 N. Occidental Blvd.
Los Angeles, CA 90026
213.381.2931 ext. _____
Fax: 213.381.6633/213.381.9301

Attachment 2

Fax Cover Sheet

To:	Date:
From:	Pages sent including cover:
Fax #:	
Re:	
COMMENTS:	

Our Return Fax Number is 213.381.6633/213.381.9301

For St. Anne's Case Manager Use Only

Follow-up phone calls made to CSW/PO:

Phone Calls	DATE	TIME	Spoke with CSW/DPO	Left Message CSW/DPO Voicemail	Spoke with Clerk/OD
1 st call on same day fax was sent-call CSW/PO					Clerk/OD's name:
2 nd call on same day fax was sent-call CSW/PO					Clerk/OD's name:
3 rd call on day after fax was sent-call CSW/PO					Clerk/OD's name:
4 th call to CSW/PO supervisor on day after fax was sent					Clerk/OD's name:
5 th call to CSWS/DPOS by Assist Director			Spoke With CSWS/DPOS <input type="checkbox"/>	Left Message with CSWS/ DPOS <input type="checkbox"/>	Clerk/OD's name:
6 th call to CSWS/DPOS by Assist Director			Spoke With CSWS/DPOS <input type="checkbox"/>	Left Message with CSWS/ DPOS <input type="checkbox"/>	Clerk/OD's name:

This transmission may contain highly confidential and/or privileged information and is intended to be read by the recipient only. This information is provided to the recipient in accordance with state and federal including, but not limited to the welfare and Institutions Code, the Labor Code and HIPAA Privacy Standards. Duplication of this information for further disclosures is prohibited without the prior written consent of the holder of the privilege unless otherwise permitted by law. If you have reached this transmission in error, please contact the sender immediately.

Pending Intake History

Item #	Intake Date	Preparing the Info of RPO	Sub #1	Sub #2	Sub #3	Sub #4	Sub #5
Social Worker/DPO: Telephone #							
Runaway HC:							
School HC:							
Mental Health HC:							
Violence HC:							
Goals:							
Item #	Intake Date	Preparing the Info of RPO	Sub #1	Sub #2	Sub #3	Sub #4	Sub #5
Social Worker/DPO: Telephone #							
Runaway HC:							
School HC:							
Mental Health HC:							
Violence HC:							
Goals:							
Item #	Intake Date	Preparing the Info of RPO	Sub #1	Sub #2	Sub #3	Sub #4	Sub #5
Social Worker/DPO: Telephone #							
Runaway HC:							
School HC:							
Mental Health HC:							
Violence HC:							
Goals:							

Attachment 3 (cont.)

Intake Paperwork Due Day 1-ECU

Item #	Intake Date	Assessment	Intake Follow-up	Group Home Agreement	Medication Authorization	Authorization for Emergency Med	Consent to Emergency	Consent to Treatment	Personal Rights	Complaint Procedures	Group Home Agreement	Statement of Dangerous Behaviors	Mobile phone Policy	Custody of Children	SIDS/Crib Safety	Bathroom Election	Activity Author	Phone Author	Visitor Author	Runaway Profile	Baby Sate	Shower Baby	Universal Precautions	Release of Info	Informed Consent	Minor Request	Resident Manual	Personal Items	Inventory	EP Contract	Intake E-Mail	Letter to Edu	Rights Holder	Letter to CSW/DPO	Letter to Principal	Referral

Days of Intake - PA

Item #	Intake Date	Assessment	Intake Follow-up	Group Home Agreement	Medication Authorization	Authorization for Emergency Med	Consent to Emergency	Consent to Treatment	Personal Rights	Complaint Procedures	Group Home Agreement	Statement of Dangerous Behaviors	Mobile phone Policy	Custody of Children	SIDS/Crib Safety	Bathroom Election	Activity Author	Phone Author	Visitor Author	Runaway Profile	Baby Sate	Shower Baby	Universal Precautions	Release of Info	Informed Consent	Minor Request	Resident Manual	Personal Items	Inventory	EP Contract	Intake E-Mail	Letter to Edu	Rights Holder	Letter to CSW/DPO	Letter to Principal	Referral

Day 3-ECU

Item #	Intake Date	Assessment	Intake Follow-up	Group Home Agreement	Medication Authorization	Authorization for Emergency Med	Consent to Emergency	Consent to Treatment	Personal Rights	Complaint Procedures	Group Home Agreement	Statement of Dangerous Behaviors	Mobile phone Policy	Custody of Children	SIDS/Crib Safety	Bathroom Election	Activity Author	Phone Author	Visitor Author	Runaway Profile	Baby Sate	Shower Baby	Universal Precautions	Release of Info	Informed Consent	Minor Request	Resident Manual	Personal Items	Inventory	EP Contract	Intake E-Mail	Letter to Edu	Rights Holder	Letter to CSW/DPO	Letter to Principal	Referral

Programs

E/C Issues

MHS Issues

FEB Issues

Prop. Mgmt Issues

Creating S.M.A.R.T. Goals

From Paul J. Meyer's "Attitude Is Everything."

Specific

Measurable

Attainable

Realistic

Tangible

Specific - A specific goal has a much greater chance of being accomplished than a general goal. To set a specific goal you must answer the six "W" questions:

- *Who: Who is involved?
- *What: What do I want to accomplish?
- *Where: Identify a location.
- *When: Establish a time frame.
- *Which: Identify requirements and constraints.
- *Why: Specific reasons, purpose or benefits of accomplishing the goal.

EXAMPLE: A general goal would be, "Get in shape." But a specific goal would say, "Join a health club and workout 3 days a week."

Measurable - Establish concrete criteria for measuring progress toward the attainment of each goal you set. When you measure your progress, you

Attachment 4 (cont.)

stay on track, reach your target dates, and experience the exhilaration of achievement that spurs you on to continued effort required to reach your goal.

To determine if your goal is measurable, ask questions such as.....How much? How many? How will I know when it is accomplished?

Attainable - When you identify goals that are most important to you, you begin to figure out ways you can make them come true. You develop the attitudes, abilities, skills, and financial capacity to reach them. You begin seeing previously overlooked opportunities to bring yourself closer to the achievement of your goals.

You can attain most any goal you set when you plan your steps wisely and establish a time frame that allows you to carry out those steps. Goals that may have seemed far away and out of reach eventually move closer and become attainable, not because your goals shrink, but because you grow and expand to match them. When you list your goals you build your self-image. You see yourself as worthy of these goals, and develop the traits and personality that allow you to possess them.

Realistic - To be realistic, a goal must represent an objective toward which you are both *willing* and *able* to work. A goal can be both high and realistic; you are the only one who can decide just how high your goal should be. But be sure that every goal represents substantial progress. A high goal is frequently easier to reach than a low one because a low goal exerts low motivational force. Some of the hardest jobs you

Attachment 4 (cont.)

ever accomplished actually seem easy simply because they were a labor of love.

Your goal is probably realistic if you truly *believe* that it can be accomplished. Additional ways to know if your goal is realistic is to determine if you have accomplished anything similar in the past or ask yourself what conditions would have to exist to accomplish this goal.

Tangible - A goal is tangible when you can experience it with one of the senses, that is, taste, touch, smell, sight or hearing. When your goal is tangible, or when you tie an tangible goal to a intangible goal, you have a better chance of making it specific and measurable and thus attainable.

Intangible goals are your goals for the internal changes required to reach more tangible goals. They are the personality characteristics and the behavior patterns you must develop to pave the way to success in your career or for reaching some other long-term goal. Since intangible goals are vital for improving your effectiveness, give close attention to *tangible* ways for measuring them.

Attachment 4 (cont.)

Goal setting guidelines

An effective expression of the important goal setting guidelines is that you should set **SMART goals**. What the SMART goal setting guidelines actually mean is that your goals should be **Specific, Measurable, Attainable, Rewarding, and Timely**.

Neglect one of those guidelines and the odds that your goals are achieved drop many times. Why?

The key force that either drives you towards your goals or holds you back is your subconscious mind. Those goal setting guidelines are the necessary criteria for your subconscious mind to accept your goals and start working for you. Otherwise, it will work hard to keep you in the comfort zone of your present conditions and old habits.

With a **specific goal** you can clearly see what it is you want to achieve, and you have **specific standards** for that achievement. In making your goals specific it is important that you **actually write them**, which is crucial in all goal setting guidelines.

The more specific is your goal, the more realistic is your success, and the shorter is path to it.

When you work on making your goal specific, you program your subconscious mind to work for you. Then, your feelings and thoughts will lead you to your goal instead of pointing at the obstacles. To make your goals specific you also need to work out the other components of SMART goal setting guidelines below.

For a goal to be **measurable** you need a way to measure the progress and some specific criteria that will tell you when you can stop and the goal is achieved. Feeling the progress is very important for you to stay motivated and enjoy the process of achieving the goal.

An **attainable** goal is a goal for which you see a realistic path to achievement, and reasonable odds that you get there. This does not mean that the lower you aim the more likely you reach success. It is well known that goals that work best have a challenge in them. They are chosen as ambitious as possible, but still reachable. Then they will give you more motivation and sense of achievement.

A goal is **rewarding** when you have clear reasons why you want to reach that goal. This is one more place where it is important that the goal is really yours. Have your specific reasons and expected reward in writing. If possible, even with some visual pictures.

Imagine how you are going to feel when the goal is finally reached. This will ensure that the goal is really worth achieving. Then, every time you get stuck and don't feel motivated enough, read your reasons and look at the pictures. This is a known and very powerful practical technique of how to get through difficult moments and not quit.

Attachment 4 (cont.)

The final requirement of the SMART goal setting guidelines is that your goal should have a **specific time limit**. This is also very important for your subconscious mind. Besides, time is the price you pay for the reward from achieving a goal. Setting the deadline will protect you from paying higher price than the goal is worth. This is also your protection from procrastination and perfectionism.

Make goal setting theory your practice: Program Your Mind for Success in Record Time!

Don't stop at just knowing how to set goals. Make this knowledge useful by imprinting it into your habits. Here is a complete and simple formula that does just that, naturally and effectively. This ebook download is our highly recommended reading and practice.

Personal goal setting main page

A solid personal goal setting system is the key to effective time management and life planning. Setting personal goals wisely, you get a sense of achievement, sustain motivation, and reduce stress.

Personal time management and goal setting guide main page

Practical information and advice on various personal time management and goal setting topics.

CLIENT CARE
COORDINATION PLAN

Attachment 5

Annual Cycle Month: (due prior to the 1st day of the Month)

☐ Jan ☐ Feb ☐ Mar ☐ Apr ☐ May ☐ Jun ☐ Jul ☐ Aug ☐ Sep ☐ Oct ☐ Nov ☐ Dec

Client Long Term Goals: (use client direct quote)

Short-term Goals/ Objectives: SMART Specific, Measurable, Obtainable, Applicable within the year, Realistic and Time-bound. Must be linked to the client's functional impairment and clinical diagnosis as documented in the Assessment.

Objective #1

Effective Date: _____

Clinical Interventions: Must be related to the objective and applicable within the timeframe of this Plan. Describe proposed intervention and duration (specify if time frame is less than 1 yr).

Type of Services: ☐ MHS* ☐ TCM ☐ Med Sup ☐ Crisis Res ☐ Trans Res ☐ Long-Term Res ☐ CalWORKs ☐ TBS ☐ Other _____

Client Involvement:

Client agrees to participate by:

Family Involvement: ☐ Family available ☐ Other (if other, please specify below)

Family is available

Client consents to family participation?

Family agrees to participate?

☐ Yes ☐ No

☐ Yes ☐ No ☐ N/A

☐ Yes ☐ No (if yes, please specify)

Outcomes: To be completed either when the objective is obtained or end of the planning cycle (end of cycle month). If not met, please specify what was or was not met and adjust objective accordingly.

Initials: _____

Date: _____

Short-term Goals/ Objectives

Objective #2

Effective Date: _____

Clinical Interventions:

Type of Services: ☐ MHS* ☐ TCM ☐ Med Sup ☐ Crisis Res ☐ Trans Res ☐ Long-Term Res ☐ Calworks ☐ TBS ☐ Other _____

Client Involvement:

Client agrees to participate by:

Family Involvement: ☐ Family available ☐ Other (if other, please specify below)

Family is available

Client consents to family participation?

Family agrees to participate?

☐ Yes ☐ No

☐ Yes ☐ No ☐ N/A

☐ Yes ☐ No (if yes, please specify)

Outcomes:

Initials: _____

Date: _____

Additional Client Contacts/Relationships: Refer to the MHS Contacts Information form

☐ DCPS ☐ Probation ☐ DPSS ☐ Health ☐ Outside Meds
☐ Regional Center ☐ Substance Abuse/12 Step ☐ Consumer Run/NAMI
☐ Education/AB 3632 ☐ Other _____

Interpretation:

Prefer a language other than English: ☐ Yes ☐ No

This plan was interpreted: ☐ Yes ☐ No

Language: _____

*MHS includes therapy, rehab, individual, family, or group, psychological testing, collateral and team conference/consultation services.

This confidential information is provided to you in accord with State and Federal laws and regulations including but not limited to applicable Welfare and Institutions Code, Civil Code and HIPAA Privacy Standards. Duplication of this information for further disclosure is prohibited without the prior written authorization of the patient/authorized representative to who it pertains unless otherwise permitted by law.

Name: _____

ISN: _____

Agency: St. Anne's Maternity Home

Provider #: 7538 A

Los Angeles County - Department of Mental Health

Client Care Page of the CLIENT CARE/COORDINATION PLAN

CLIENT CARE COORDINATION PLAN

Attachment F (cont.)

- Signator or Co-Signator must be available to sign.
- Signature must be obtained within objective time period.
- One signature block can be used for multiple objectives created on the same day if the objectives are within the scope of the signator.

Objective Number(s): X&Y	Unlicensed Staff/Title	Used if does not fall into one of the licensure registrations below. Second signature required.
	PhD/PsyD, LCSW, MFT, RN, CNS	Required for all objectives without MD/DO signature. Includes licensed or registered and waived PhD/PsyD, licensed or registered waived LCSW & MFT, Licensed RN, Certified CNS.
	MD/DO, NP	MD/DO Required for Medicare Clients/Private Insurance. MD/DO or NP required for Medication Support goals.
	Client*	Documentable reason for lack of signature below. Signature should be obtained as soon as possible within 14 business days of objective.
	Other*	Parents Authorized Child or Guardian, Conservator or Personal Representative for treatment.

Objective Number(s):	Unlicensed Staff/Title	Date:
	PhD/PsyD, LCSW, MFT, RN, CNS	Date:
	MD/DO, NP	Date:
	Client*	Date:
	Other*	Date:

Client was offered a copy of this objective: ☐ Accepted ☐ Declined Staff Initials: Date:

If the required Client/Other's signature is not above, please justify/explain the refusal or unavailability of the Client/Other and the plan for obtaining signature in the future.

Objective Number(s):	Unlicensed Staff/Title	Date:
	PhD/PsyD, LCSW, MFT, RN, CNS	Date:
	MD/DO, NP	Date:
	Client*	Date:
	Other*	Date:

Client was offered a copy of this objective: ☐ Accepted ☐ Declined Staff Initials: Date:

If the required Client/Other's signature is not above, please justify/explain the refusal or unavailability of the Client/Other and the plan for obtaining signature in the future.

Objective Number(s):	Unlicensed Staff/Title	Date:
	PhD/PsyD, LCSW, MFT, RN, CNS	Date:
	MD/DO, NP	Date:
	Client*	Date:
	Other*	Date:

Client was offered a copy of this objective: ☐ Accepted ☐ Declined Staff Initials: Date:

If the required Client/Other's signature is not above, please justify/explain the refusal or unavailability of the Client/Other and the plan for obtaining signature in the future.

*The signature of the individual signing the Consent for Services is required. If unavailable, the signature of the caregiver may be obtained instead.

This confidential information is provided to you in accord with State and Federal laws and regulations including but not limited to applicable Welfare and Institutions Code, Civil Code and HIPAA Privacy Standards. Duplication of this information for further disclosure is prohibited without the prior written authorization of the patient/authorized representative to who it pertains unless otherwise permitted by law.	Name:	IS#:
	Agency: St. Anne's Maternity Home	Provider #: 7538 A
	Los Angeles County - Department of Mental Health	

Signature Page of the CLIENT CARE/COORDINATION PLAN

Initial Assessment/Annual Assessment Update Completed on: _____

1 Week	30 Days	60 Days	3 Months	6 Months	Annual
<input type="checkbox"/> Crisis Residential	<input type="checkbox"/> Transitional Residential	<input type="checkbox"/> Long-Term Residential	<input type="checkbox"/> CalWORKs <input type="checkbox"/> Day Treatment Intensive (DTI) <input type="checkbox"/> TBS	<input type="checkbox"/> Day Rehab	<input type="checkbox"/> Mental health Services (MHS) <input type="checkbox"/> Medication Support (MSS) <input type="checkbox"/> Targeted Case Management (TCM)

Objectives must be reviewed, updated, and recorded on the Signature and Coordination Pages prior to the first day of the cycle month. DR and DTI goals do not have to be on the Client Care and Signature pages but must be listed on the Coordination Page.

Cycles Months	<input type="checkbox"/> January	<input type="checkbox"/> February	<input type="checkbox"/> March	<input type="checkbox"/> April	<input type="checkbox"/> May	<input type="checkbox"/> June
	<input type="checkbox"/> July	<input type="checkbox"/> August	<input type="checkbox"/> September	<input type="checkbox"/> October	<input type="checkbox"/> November	<input type="checkbox"/> December

Single Point of Contact Responsibility (SFPR) Contact Information	
SFPR:	Phone Number:
Provider/Agency:	Fax Number:

[illegible]

* Services listed should include MHS, TCM, Med Support, TBS, Day Treatment Intensive, or Day Rehab.

** For DT and DR note the Authorization Unit's approval date.

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	Agency: St. Anne's Maternity Home Los Angeles County - Department of Mental Health	Provider #: 7535 A

Coordination Page of the CLIENT CARE/COORDINATION PLAN

Attachment 6

St. Anne's Menu (Monday to Friday)

Monday 11/14/2011	Tuesday 11/15/2011	Wednesday 11/16/2011	Thursday 11/17/2011	Friday 11/18/2011
Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese)	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese)	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese)	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese)	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese)
Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread	Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread	Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread	Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread	Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread
Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk	Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk	Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk	Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk	Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk
* Pancakes / Egg Burrito	Waffles / Sausage Patty	Buns / Toast	French toast / turkey link	Hard Boiled egg / Turkey Bacon
Lunch	Lunch	Lunch	Lunch	Lunch
Choice of: Ham Tuna Turkey	Choice of: Ham Tuna Turkey	Choice of: Ham Tuna Turkey	Choice of: Ham Tuna Turkey	Choice of: Ham Tuna Turkey
Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant	Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant	Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant	Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant	Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant
Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers	Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers	Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers	Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers	Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers
Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk	Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk	Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk	Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk	Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk
* Baked Chicken Nuggets	Chicken Tenders	Calzones	Grilled Chicken Breast	Turkey Corn Dogs
Dinner	Dinner	Dinner	Dinner	Dinner
Chicken Enchiladas Soup: Broccoli Cheddar Beef Fajitas Chicken Enchiladas	Chicken Queso Soup: Vegetable Chicken Sausage Queso Grilled Chicken 1/4's	Pasta/Potato/Sausage Soup: Minestrone Choice of: Wheat Penne Wheat Spaghetti Choice of: Chicken Sausage Choice of: Marinara Pesto Alfredo Breadsticks	Chef's Choice Salad Soup: Chicken noodle Philly Cheese steak Grilled Chicken Breast Roasted Red Potatoes Mixed Vegetables	Turkey w/ Cheese Soup: Cheddar Chowder Fish Sandwich Sourdough Grilled Turkey w/ Cheese w/ Spinach Baked Potatoes Broccoli
Spanish Rice Pinto Beans Coke	(Fried Chicken Rice) Brown Rice Green Beans Wheat Rolls			
Dessert: Pecan Cookies	Dessert: Homemade Sherbert	Dessert: Fruit	Dessert: Brownies	Dessert: Chocolate Ice Cream

St. Anne's Menu (Monday to Friday)

Monday 11/21/2011	Tuesday 11/22/2011	Wednesday 11/23/2011	Thursday 11/24/2011	Friday 11/25/2011
Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese)	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese)	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese)	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese)	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese)
Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread	Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread	Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread	Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread	Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread
Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk	Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk	Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk	Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk	Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk
English muffin / sausage patty	pancakes / turkey bacon	waffles / turkey link	eggs / toast	hard boiled egg / french toast
Lunch	Lunch	Lunch	Lunch	Lunch
Choice of: Ham Tuna Turkey	Choice of: Ham Tuna Turkey	Choice of: Ham Tuna Turkey	Choice of: Ham Tuna Turkey	Choice of: Ham Tuna Turkey
Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant	Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant	Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant	Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant	Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant
Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers	Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers	Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers	Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers	Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers
Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk	Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk	Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk	Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk	Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk
chicken cobb	grilled turkey and cheese	meat n' cheese	spaghetti w/ meatballs	chicken burger
Dinner	Dinner	Dinner	Dinner	Dinner
Grilled Pork Chops Soup: Black Bean Grilled Lemon Pork Chops Chicken Colorado (Spicy Tomato Sauce) Tomatillo Rice Mixed Vegetables	Greek Salad Soup: Split Pea Turkey Koftas Beef Gyros Rice Pilaf Honeydew Vegetable Blend	Fish Tacos Soup: Chipotle Corn Chowder Fish Tacos Tostada Bowls Rice Beans Corn on the Cob	Asian Chicken Salad Soup: Hot n' Sour Orange Chicken Kung Pao Beef Jasmine Rice Egg Rolls Asian Blend Vegetables	Shrimp Bowtie Pasta Soup: Clam Chowder Turkey Pot Pie Shrimp Bowtie Pasta Breadsticks Squash Medley
Dessert: Fortune Cookies	Dessert: Sour cream S'mores	Dessert: Fruit	Dessert: Brownies	Dessert: Chocolate Ice Cream

St. Anne's Menu (Monday to Friday)

Monday 11/28/2011	Tuesday 11/29/2011	Wednesday 11/30/2011	Thursday 12/1/2011	Friday 12/2/2011
Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese) Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk Pancakes / Egg Burrito	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese) Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk Waffles / Sausage Party	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese) Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk Rings / Toast	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese) Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk French toast / Turkey link	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese) Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk Hard Boiled egg / Turkey Bacon
Lunch	Lunch	Lunch	Lunch	Lunch
Choice of: Ham Tuna Turkey Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk Chicken pasta	Choice of: Ham Tuna Turkey Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk grilled cheese	Choice of: Ham Tuna Turkey Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk Baked chicken breast	Choice of: Ham Tuna Turkey Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk baked tortitas	Choice of: Ham Tuna Turkey Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk wheat pizza bagels
Dinner	Dinner	Dinner	Dinner	Dinner
Shrimp Ceviche Shrimp & Crab Ceviche Chicken Fajitas Rice Black Beans Corn Tostita Chips Dessert: Fortune Cookies	Stuffed Bell Peppers Soup: Chicken Vegetables Stuffed Bell Peppers Choice of: Turkey Vegetarian Chicken Cordon Bleu Mashed Potatoes Green Beans Dessert: Strawberry Shortcake	Burger w/ Fries Soup: Turkey Noodles Burger Bar Choice of: Turkey Vegetarian Beef French Fries Sweet Potato Wedges Mixed Vegetables Dessert: Figs	Chicken Parmesan Soup: Chicken Noodle Choice of: Chicken Parmesan Baked Parmesan Side Pasta: Wheat Spaghetti w/ Turkey Meat Sauce Garlic Bread Squash, Zucchini & Mushrooms Dessert: Brownies	Club Sandwich Soup: Clam Chowder Club Sandwich Calzones French Fries Macaroni Salad Cauliflower Dessert: Chocolate Ice Cream

Attachment 6 (cont.)

St. Anne's Menu (Monday to Friday)

Monday 12/5/2011	Tuesday 12/6/2011	Wednesday 12/7/2011	Thursday 12/8/2011	Friday 12/9/2011
Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese) Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk * English muffin / sausage patty	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese) Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk pancakes / turkey bacon	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese) Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk waffles / turkey link	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese) Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk eggs / toast	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese) Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk hard boiled egg / french toast
Lunch	Lunch	Lunch	Lunch	Lunch
Choice of: Ham Tuna Turkey Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk * Breaded Chicken Nuggets	Choice of: Ham Tuna Turkey Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk Chicken Tamales	Choice of: Ham Tuna Turkey Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk Cakzones	Choice of: Ham Tuna Turkey Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk Grilled Chicken Breast	Choice of: Ham Tuna Turkey Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk Turkey Corn Dogs
Dinner	Dinner	Dinner	Dinner	Dinner
Chicken Stir Fry Soup: Barley Chicken Stir Fry Beef Chow Mein Jasmine Rice Egg Roll Asian Blend Vegetables Dessert: Fortune Cookies	Summer Salad Soup: Tomato Pasta Blackened Fish Sandwich Chicken Veggie Wrap Roasted Red Potatoes Carrots Dessert: Strawberry Shortcake	Salad Bowl Option Soup: Chicken Vegetables Burrito Bar: Choice of: Chicken Beef White Rice Black Beans Corn Blend Dessert: Pina	Teriyaki Chicken Bowl Soup: Coconut Curry Teriyaki Chicken Beef Broccoli Jasmine Rice California Blend Dessert: Brownies	Lemon Pepper Fish Soup: Clam Chowder Rigatoni w/ sausage Cheese Toast Lemon Pepper Fish Rice Pilaf Squash Medley Dessert: Chocolate Ice Cream

St. Anne's Menu (Monday to Friday)

Monday 12/12/2011	Tuesday 12/13/2011	Wednesday 12/14/2011	Thursday 12/15/2011	Friday 12/16/2011
Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese)	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese)	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese)	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese)	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese)
Oatmeal (variety of flavors)	Oatmeal (variety of flavors)	Oatmeal (variety of flavors)	Oatmeal (variety of flavors)	Oatmeal (variety of flavors)
Choice of: White Bread Wheat Bread	Choice of: White Bread Wheat Bread	Choice of: White Bread Wheat Bread	Choice of: White Bread Wheat Bread	Choice of: White Bread Wheat Bread
Peanut Butter/Jelly	Peanut Butter/Jelly	Peanut Butter/Jelly	Peanut Butter/Jelly	Peanut Butter/Jelly
Variety of Fresh Fruit	Variety of Fresh Fruit	Variety of Fresh Fruit	Variety of Fresh Fruit	Variety of Fresh Fruit
Yogurt (variety)	Yogurt (variety)	Yogurt (variety)	Yogurt (variety)	Yogurt (variety)
Cereal (variety)	Cereal (variety)	Cereal (variety)	Cereal (variety)	Cereal (variety)
Juice (apple, orange, etc.)	Juice (apple, orange, etc.)	Juice (apple, orange, etc.)	Juice (apple, orange, etc.)	Juice (apple, orange, etc.)
Milk	Milk	Milk	Milk	Milk
Pancakes / Egg Berrito	Waffles / Sausage Patty	Eggs / Toast	French toast / turkey link	Hard Boiled egg / Turkey Bacon
Lunch	Lunch	Lunch	Lunch	Lunch
Choice of: Ham Tuna Turkey	Choice of: Ham Tuna Turkey	Choice of: Ham Tuna Turkey	Choice of: Ham Tuna Turkey	Choice of: Ham Tuna Turkey
Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant	Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant	Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant	Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant	Choice of: White Bread/ Toast Wheat Bread/ Toast Croissant
Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers	Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers	Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers	Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers	Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers
Soup of the Day	Soup of the Day	Soup of the Day	Soup of the Day	Soup of the Day
Fruit Salad	Fruit Salad	Fruit Salad	Fruit Salad	Fruit Salad
Pasta Salad/Potato Salad	Pasta Salad/Potato Salad	Pasta Salad/Potato Salad	Pasta Salad/Potato Salad	Pasta Salad/Potato Salad
Juice (apple, orange, etc.)	Juice (apple, orange, etc.)	Juice (apple, orange, etc.)	Juice (apple, orange, etc.)	Juice (apple, orange, etc.)
Milk	Milk	Milk	Milk	Milk
turkey dogs	grilled turkey and cheese	meat n' cheese	spaghetti w/ meatballs	chicken burger
Dinner	Dinner	Dinner	Dinner	Dinner
Stuffed Chicken Breast	Southwest Salad	Classic Caesar Salad	Executive Chef Salad	Cheese Ravioli
Soup: Meatball Lasagna	Soup: Lemon Chicken w/ Orzo	Soup: Tomato Bisque	Soup: Vegetable	Soup: Chao Chowder
Choice of: Beef Vegetarian	Clabette Turkey Sandwich	Chicken Potstocia Sandwich	Chicken Cacciatore	Chicken Strips
Stuffed Chicken Breast	Grown up Grilled Cheese	Pan Seared Tilapia	Linguini Tuna Putanesca	Potato Wedges
Cornucopia	Sweet Potato Fries	Orzo Pilaf	Rice Pilaf	Cheese Ravioli
Asparagus		Baked Bag Chips	Mushrooms/Spinach	Grilled Breadsticks
Garden Bread		Sautéed Spinach		Sides: Caesar Salad
Dessert	Dessert	Dessert	Dessert	Dessert
Fortune Cookies	Breaded Chicken Strips	Fruit	Brownies	Chocolate Ice Cream

Attachment 6 (cont.)

St. Anne's Menu (Monday to Friday)

Monday 12/19/2011	Tuesday 12/20/2011	Wednesday 12/21/2011	Thursday 12/22/2011	Friday 12/23/2011
Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese) Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk English muffin / sausage patty	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese) Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk pancakes / turkey bacon	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese) Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk waffle / turkey link	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese) Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk eggs / toast	Choice of: Plain Bagel (with Cream Cheese) Cinnamon Bagel (with Cream Cheese) Oatmeal (variety of flavors) Choice of: White Bread Wheat Bread Peanut Butter/Jelly Variety of Fresh Fruit Yogurt (variety) Cereal (variety) Juice (apple, orange, etc.) Milk hard boiled egg / french toast
Lunch	Lunch	Lunch	Lunch	Lunch
Choice of: Ham Tuna Turkey Choice of: White Bread/Toast Wheat Bread/Toast Croissant Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk chicken pasta	Choice of: Ham Tuna Turkey Choice of: White Bread/Toast Wheat Bread/Toast Croissant Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk grilled cheese	Choice of: Ham Tuna Turkey Choice of: White Bread/Toast Wheat Bread/Toast Croissant Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk Baked chicken breast	Choice of: Ham Tuna Turkey Choice of: White Bread/Toast Wheat Bread/Toast Croissant Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk baked tomatoes	Choice of: Ham Tuna Turkey Choice of: White Bread/Toast Wheat Bread/Toast Croissant Choice of: Lettuce Tomato Pickles Onions Jalapeno Peppers Banana Peppers Soup of the Day Fruit Salad Pasta Salad/Potato Salad Juice (apple, orange, etc.) Milk wheat pizza bagels
Dinner	Dinner	Dinner	Dinner	Dinner
2 Tacos w/ 2 Sides Soup: Chicken Tortilla Taco Bar Choice of: Chicken Beef Spanish Rice Refried Beans Vegetable Medley	Garlic Roasted 1/4's Soup: Summer Squash Ropa Vieja (Shredded Beef) Garlic Roasted Chicken 1/4's Steamed Rice Black Beans Plantains Mixed Vegetables	Anti Pesto Salad Soup: Mushroom Bisque Pizza Choice of: Pepperoni Cheese Mixed Toppings Hot and BBQ Wings Broccoli & Cauliflower	Fruit & Walnut Salad Soup: Chicken Rice Pot Roast Roti Turkey Breast Sage Dressing Mashed Potatoes Carrots	Chicken Burger Soup: Cham Chowder Chicken Burger Bag Chips Fried Catfish Dirty Rice Mixed Vegetables
Dessert Portland Cookies	Dessert Strawberry Shortcake	Dessert Fudge	Dessert Brownies	Dessert Chocolate Ice Cream

November 2011

Attachment 7

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	New Hire Orientation 9am-5pm	1 New Hire Orientation 9am-5pm	2 All Staff In-Service	3 CPR/First Aid 8am-4pm 224	4 Parenting Training 8am-4pm EIC	5
6	7 Youth in Crisis 8am-4pm 224	8 Youth in Crisis 8am-4pm 224	9 ProAct 8am-4pm Classroom	10 ProAct 8am-4pm Classroom	11 ProAct 8am-12pm Classroom	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

St. Anne's Human Resources Department
Career Address: Training Coordinator ext. 524

Note: CPR/FA and ProAct trainings
are the only trainings staff can dress
casually for

This month's In-Service will
be presented by external
trainer